



UNITED STATES DISTRICT COURT District of New Mexico

Honorable William P. Johnson, Chief Judge
Mitchell R. Elfers, Clerk of Court

Office of the Clerk

333 Lomas Blvd. NW, Suite 270, Albuquerque, NM 87102

Telephone: 505-348-2000

NOTICE OF JOB OPPORTUNITY

Vacancy Announcement #: 20-ABQ/IS-1

ANNOUNCEMENT DATE:	May 11, 2020
CLOSING DATE:	Open Until Filled <i>Preference given to applications received by May 26</i>
POSITION:	Information Services Specialist
STARTING LEVEL/SALARY:	CL 27/Step 1 to CL 27/Step 61 \$51,531 to \$83,734 <i>Depending on Qualifications</i>
LOCATION:	Albuquerque, New Mexico

POSITION OVERVIEW

The District of New Mexico is seeking a full-time Information Services Specialist for the Albuquerque Clerk's Office. This position reports to the Information Services Support Supervisor. The IS Specialist is responsible for day-to-day end user support within the District, and performs work related to planning, designing, implementing and supporting computer systems. The IS Specialist must be able to work with minimal supervision and complete project-based work. Strong problem-solving skills and demonstrated commitment to process improvement are essential.

Qualified individuals with military or other federal service will receive service credit for prior federal experience. Recent college graduates seeking a long-term growth career are also encouraged to apply.

DUTIES AND RESPONSIBILITIES

- ◆ Respond to help desk calls and e-mails, log technical problems. Troubleshoot hardware and software problems. Act as on-site technical expert to solve complex systems-related problems. Provide information and assistance to users.
- ◆ Monitor day-to-day operations of technical equipment and systems. Perform day-to-day system back-ups and verify the validity of data.
- ◆ Maintain and provide support for system networks, remote access, and mobile

computing and communication devices. Provide system support for local and national telephone systems. Provide cabling support.

- ◆ Install or assist in the installation of upgrades of new or revised off-the-shelf/desktop releases. Set up, configure, install, and test hardware and software. Assist with developing, implementing and documenting operating procedures; research and write training guides and other support documentation. Customize local and national applications as needed and train personnel in their use.
- ◆ Perform inventory control duties, including testing of systems/equipment, maintenance of inventory, and disposal of equipment.
- ◆ Analyze the security risks of off-the-shelf products and applications and assist in maintaining automation security.
- ◆ Recommend hardware and software updates and establish requirements for purchase of new automation systems and equipment. Work with others to ensure procurements are handled properly and timely.
- ◆ Other duties as assigned.

MINIMUM REQUIRED EXPERIENCE/QUALIFICATIONS

- ◆ High school graduation or equivalent. A bachelor's degree in a related field is preferred.
- ◆ Two years of progressively responsible specialized experience that includes:
 - Person-to-person IT customer service and support.
 - Hardware maintenance, troubleshooting and configuration.
 - Software installation, maintenance and support.

OR

- ◆ Completion of the requirements for a bachelor's degree from an accredited college or university and one of the following superior academic achievement requirements:
 - An overall "B" grade point average (2.90 or better of a possible 4.0);
 - Standing in the upper third of the class;
 - "3.5" average or better in a major field of study such as Computer Science, Information Systems, or a related field;
 - Election to membership in Phi Beta Kappa, Sigma XI, or one of the National Honorary Scholastic Societies meeting the minimum requirements of the Association of College Honor Societies, other than Freshman Honor Societies; or
 - Completion of one academic year (18 semester or 27 quarter hours) of graduate study in an accredited university in a field closely related to the subject matter of the position.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- ◆ Detailed knowledge of the latest available electronic technology and hardware, software, and supported applications. Knowledge of telephone and wireless systems. Knowledge of operating systems, servers, and workstation products. Knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including systems security standards. Knowledge of theories, practices, and usage of computer hardware and software, and data communications. Knowledge of capabilities, limitations, and functional applications of information technology.
- ◆ Advanced skill in performing software and hardware maintenance and troubleshooting. Ability to implement, operate, and document information technology systems.
- ◆ Advanced skill in identifying root causes of complex problems and reviewing information to develop options and implement solutions. Skill in analyzing court technology needs, including evaluating systems and supported applications.
- ◆ Skill in generating or adapting programs, equipment and technology to serve user needs. Skill in project management, from planning through implementation and writing system documentation.
- ◆ Skill in training court personnel in relevant hardware and software programs. Ability to build and maintain hardware images and address malware and other security concerns on the desktop.
- ◆ Knowledge of or the ability to learn the functions and procedures of the court units and a general understanding of case management systems.
- ◆ Strong people skills, sound ethics, good judgment, tact and initiative. Strong communication skills, including ability to communicate technical information effectively (both orally and in writing) to end users.

COURT PREFERRED QUALIFICATIONS

- ◆ A bachelor's degree from an accredited four-year college or university, preferably in Computer Science, Information Systems, or a related field.
- ◆ Knowledge of Microsoft Office 365, Mozilla Firefox, VMware administration, Powershell scripting, Active Directory.
- ◆ Knowledge of VOIP telephone systems, cell phones and smart phones.
- ◆ Experience working in a court environment is a plus.
- ◆ Successful candidate will possess strong investigative skills and a passion for continuous improvement. Experience modifying or creating processes or systems to address root causes of problems and inefficient processes is a plus.

CONDITIONS OF EMPLOYMENT

- ◆ Employees must be United States Citizens or eligible to work in the United States.
- ◆ Employees of the United States District Court are Excepted Service appointments; Excepted Service appointments are “at will” and can be terminated with or without cause by the court.
- ◆ Employees are required to adhere to a Code of Ethics and Conduct.
- ◆ This is a high-sensitive position. Selectees are subject to a background check or investigation and subsequent favorable suitability determination and are subject to updated background investigations every five years. An individual may be hired provisionally pending successful completion of the necessary records checks.
- ◆ The court provides reasonable accommodations to applicants with disabilities.
- ◆ This position is subject to EFT (direct deposit of salary earnings).

BENEFITS

A generous benefits package is available, including

- ◆ A minimum of 10 paid holidays
- ◆ Paid annual leave in the amount of 13 – 26 days per year, depending on length of service
- ◆ Paid sick leave in the amount of 13 days per year
- ◆ Optional participation in Federal Employees Health Benefits plans, including dental and vision insurance; Federal Employees Group Life Insurance; Flexible Benefits Program; Long-Term Care Insurance
- ◆ Retirement benefits (FERS)
- ◆ Thrift Savings Plan (TSP)
- ◆ Credit for prior government service

APPLICATION INFORMATION

Qualified applicants must submit a **cover letter, résumé with three references** and an **AO-78 *** (*Federal Judicial Branch Application for Employment*) by email to usdcjobs@nmd.uscourts.gov.

PLEASE INCLUDE “ISS, ABQ” IN THE SUBJECT LINE

*The AO-78 can be downloaded at <http://www.nmd.uscourts.gov/employment>

Applications **must** be submitted as **ONE PDF** attachment.

Illegible or incomplete applications may result in loss of consideration for the position. ZIP files and links to file sharing services (e.g., DropBox, OneDrive) will not be accepted. PDF size is limited to 10 MB. Documents that cannot be downloaded by the court cannot be considered.

Only qualified applicants will be considered for this position and are encouraged to apply. Only applicants selected for an interview will be contacted and must travel at their own expense. The U.S. District Court reserves the right to amend or withdraw any announcement without written notice to applicants. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the court may select a candidate from the original qualified applicant pool.

THE UNITED STATES DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER